GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2547
ANSWERED ON:15.12.2015
Product Recall
Nayak Shri B.V.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government proposes to establish an authority with power to initiate mass scale product recall and if so, the details thereof;

(b) whether the said authority would operate at multiple levels of intervention, right from production inspection to complaints by consumers to safeguard the interests of consumers and if so, the details thereof;

(c) whether misleading ads in posters, wall-writings, billboards and other dubious claims of products will be scrutinized and intervened by the proposed authority and if so, the details thereof; and

(d) whether the proposed authority will operate at the National, State and district levels and if so, the details thereof?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (c): To carry out comprehensive amendments to the existing Consumer Protection Act, 1986 the Government has already introduced the Consumer Protection Bill 2015 in the Lok Sabha. The Bill seeks to establish a Central Consumer Protection Authority, the objectives of which, inter alia, are to protect and enforce the rights of consumers, to ensure that no advertisement is made of any goods or services which is misleading or deceiving or contravenes the provisions of this Act and rules and regulations made under it; and to ensure that no person engages himself in unfair trade practices or takes part in the publication of any advertisement which is false or misleading. The Central Authority shall have powers to conduct investigations into violations of consumers' rights and to pass orders, on the basis of such investigations, for recall of goods found to be unsafe or withdrawal of services found to be unsafe or hazardous and also order withdrawal of advertisements found to be false or misleading and direct issuance of corrective advertisements, wherever necessary.

(d) : As per provisions of the Bill, the Central Authority may have such number of regional offices at such places, as may be notified by the Central Government, from time to time. At district level the powers of the Central Authority shall be exercised by the District Collector concerned.
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